

The Phoenix Surgery

Quality Report

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Date of inspection visit: A desk based review was carried out on 3 April 2017
Date of publication: 26/04/2017

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this service

Good 

Are services safe?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Phoenix Surgery on 1 September 2016. We found that the practice required improvement for the provision of safe services because improvements were needed in the way the practice managed medicines, including emergency medicines and vaccines, as arrangements did not always keep patients safe. The overall rating for the practice was good. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Phoenix Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 3 April 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 1 September 2016. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice is rated as Good.

Our key findings were as follows:

- Temperatures were being appropriately monitored in all areas where medicines were stored.
- A fridge that was suitable for storing medicines which measured minimum and maximum temperatures, in line with national guidance, had been purchased for the dispensary at Kemble.
- Policies relating to repeat prescribing had been updated and adhered to.
- Medicines and blank prescriptions were being stored securely.
- Policies relating to patient specific directives had been updated and adhered to.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

At our previous inspection on 1 September 2016, we rated the practice as requires improvement for providing safe services as the arrangements for managing medicines, including emergency medicines and vaccines, did not always keep patients safe.

These arrangements had significantly improved when we undertook a follow up inspection on 3 April 2017. The practice is now rated as good for providing safe services.

Specifically we found:

- A fridge that was suitable for storing medicines which measured minimum and maximum temperatures, in line with national guidance, had been purchased and was in use at the dispensary at Kemble.
- We were shown logs of temperature monitoring of all fridges and also room temperatures of Kemble dispensary.
- Medicines and blank prescriptions were being stored securely.
- Standard operating procedures for use by dispensary staff had been reviewed, updated and signed by relevant staff. Systems were in place to ensure that procedures were adhered to regarding dispensing of repeat prescriptions.
- We saw evidence that a quality improvement activity had been carried out regarding the administration of medicines under patient specific directions. Minutes of meetings demonstrated that the actions had been reviewed, implemented and that the updated standard operating procedures were being adhered to. This ensured safe administration of medicines to patients by non-prescribing health professionals.

Good



The Phoenix Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk-based inspection was undertaken by a CQC inspector.

Background to The Phoenix Surgery

Phoenix Surgery is located close to the town centre of Cirencester in Gloucestershire. The practice has three branch surgeries, one at Kemble, one in South Cerney (both about five miles from the main surgery) and one at the Royal Agricultural University, Cirencester which provides medical services to university students. The practice is part of the Gloucestershire Clinical Commissioning Group and has approximately 13,500 patients. The branch surgery at Kemble has a dispensary which provides pharmaceutical services to those patients on its practice list who live more than one mile (1.6km) from their nearest pharmacy. The practice dispenses medicines for approximately 650 patients. On the day of the inspection we visited Phoenix surgery and the branch site at Kemble, but did not visit the other two branch sites.

The practice average patient population is significantly higher than the national average in the 15 to 25 years age group (due to the university population) and a slightly higher than average in the 45 to 70 years age group. Apart from the 15 to 20 years age group the practice has, a lower than average population in the below 35 years age group. The area the practice serves has relatively low numbers of patients from different cultural backgrounds. The practice area is in the low-range for deprivation nationally.

The practice is managed by eight GP partners, four male and four female and supported by five practice nurses, one being a nurse prescriber, one health care assistant and an administrative team led by the practice manager. The Phoenix Surgery is a training practice providing placements for GP registrars, medical and nursing students.

Phoenix Surgery is open between 8am and 6.30pm Monday to Friday. Morning appointments are available 8.30am to 12.10pm and afternoon appointments from 2.50pm to 6pm Monday to Friday. Telephone appointments are also available through the day. Extended hours surgeries are offered between 6.35pm and 7.15pm Monday to Thursday each week and 9am until 1pm some Saturdays. Extended nurse hours are available 6.30pm until 7pm on Tuesday and Wednesdays. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for people that needed them.

South Cerney practice is open 8.30am until 12pm Monday to Friday and 3pm until 6pm Mondays and Wednesdays.

Kemble practice is open Thursday and Friday mornings and Monday afternoons. The dispensary is also open on Wednesday afternoons.

Surgeries are held at the Royal Agricultural University each morning except Thursdays, and afternoons on Monday, Wednesday and Friday.

When the practice is closed patients are advised, via the practice website and an answerphone message, to ring the NHS 111 service for advice and guidance. Out of hours service is provided by South Western Ambulance Service NHS Foundation Trust (SWASFT).

The practice has a General Medical Services contract to deliver health care services; the contract includes

Detailed findings

enhanced services such as extended opening hours, online access and diabetes services. This contract acts as the basis for arrangements between NHS England and providers of general medical services in England.

Phoenix Surgery is registered to provide services from the following locations:

9 Chesterton Lane, Cirencester, Gloucestershire GL7 1XG

Kemble Surgery, Church Rd Kemble Cirencester GL7 6AE

South Cerney Surgery, Clarkes Hay, South Cerney, Cirencester GL7 5UA

Royal Agricultural University, Stroud Rd, Cirencester GL7 6JS

Why we carried out this inspection

We undertook a comprehensive inspection of Phoenix Surgery on 1 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement

for providing safe services. The full comprehensive report following the inspection on 1 September 2016 can be found by selecting the 'all reports' link for Phoenix Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk based of Phoenix Surgery on 3 April 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of Phoenix Surgery on 3 April 2017. This involved reviewing evidence sent to us by the practice relating to :

- The storage of vaccines and medicines.
- The safe storage of blank prescriptions.
- Procedures for repeat prescribing.
- Procedures for the administration of medicines by non-prescribing staff.

Are services safe?

Our findings

Overview of safety systems and process

When we visited the practice on the 1 September 2016 we found that the arrangements for managing medicines, including emergency medicines and vaccines, did not always keep patients safe.

- Fridge temperature monitoring at Cirencester was inconsistent and appropriate actions had not been taken when temperatures were outside of recommended ranges.
- A domestic fridge was in use at the Kemble dispensary which did not record minimum and maximum temperatures and room temperatures within the dispensary had not been logged.
- Standard operating procedures and policies were not being adhered to in relation to repeat prescribing and the administration of medicines via patient specific directions by non-prescribing health professionals.
- Some medicines and blank prescriptions were not being stored securely.

These arrangements had significantly improved when we undertook a follow up inspection on 3 April 2017. The practice is now rated as good for providing safe services.

The practice provided evidence that demonstrated:

- Procedures for monitoring the temperatures of all vaccine fridges had been implemented and shared with staff. Staff responsible for monitoring temperatures had received training in these processes and actions to be taken if temperatures were outside of recommended guidelines. Temperatures were being monitored daily and we saw that the standard operating procedures

were being applied. We also saw evidence that room temperatures were being logged daily in the dispensary at the Kemble site. A fridge that was suitable for storing medicines which measured minimum and maximum temperatures, in line with national guidance, had been purchased and was in use at the dispensary at Kemble.

- We received photographic evidence that a printer lock had been fitted to the printer at the Kemble site to ensure blank prescription security. We also saw that a keypad lock had been fitted to the door to the room where medicines were kept at Cirencester.
- We saw evidence that a quality improvement activity had been carried out regarding the administration of medicines under patient specific directions (PSD). PSD's are written instructions, from a qualified and registered prescriber for a medicine including the dose, route and frequency or appliance to be supplied or administered to a named patient after the prescriber has assessed the patient on an individual basis. Minutes of a practice meeting demonstrated that actions had been agreed to ensure the safe administration of medicines under PSD's. Further meetings demonstrated that the actions had been reviewed, implemented and that the updated standard operating procedures were being adhered to.
- In order to ensure all repeat prescriptions were signed before being dispensed the standard operating procedures had been updated and shared with all staff. We also received evidence that demonstrated that a GP was responsible for weekly auditing of this and confirmation that all repeat prescriptions had been authorised prior to being dispensed.
- Standard operating procedures for use by dispensary staff had been updated and been signed by relevant staff.